



## Privacy Statement Speelothek Hoograven

This is the privacy statement of the Foundation Speelothek Hoograven, established in Utrecht. Here you can read what kind of personal data we collect and for what purpose. Pictures and videos are also seen as personal data.

### What is personal data?

Personal data are data points such as your name and address. If (a combination of) data can be traced back to a specific person, we call it personal data. Our toy library collects the following personal data:

- First and last name
- Address, zipcode and city of residence
- E-mail address
- Telephone number (landline and/or mobile)

### Whose personal data does the Speelothek Hoograven collect?

We collect data from our members and volunteers, people who have shown interest in becoming a member or who were members in the past, and people who are connected to the organization with whom we have a relationship, want to have a relationship or had one in the past.

### Who is responsible for the handling of my personal data?

Speelothek Hoograven stores your personal data in the Speelothek software. When starting a subscription a volunteer from the Speelothek Hoograven enters your data into the software.

### Who can access my personal data?

When you are in the process of borrowing toys volunteers can see your personal data. Additionally the volunteers from our administration team manage a database with your personal data. Only the administration team and board of the Speelothek can access this database.

### Why does the Speelothek Hoograven collect personal data?

If you want to become a member and/or volunteer we need some personal data. With these data we can sign you up in the correct way, collect membership dues, and contact you if toys are overdue for return or for a fine.

Sometimes we use your address if you forget something at the Speelothek and we want to come by to return it to you. We use your email address or phone number when you place an order or reservation and we want to confirm or inform you about it, or if something is wrong with the toys that were returned.

We want to provide a good service to our members, which is why we use your name and email address to keep in contact with you and inform you about Speelothek related things. Personal data can also be used for promotional or marketing purposes within the Speelothek, for example to inform you about new events or activities.

Volunteers receive information via email about the schedules, dates for meeting and other news from the Speelothek. There is a closed WhatsApp group in which wished for the schedules can be exchanged.

### Does the Speelothek collect sensitive personal data?

Sensitive personal data, for instance health data, criminal records or ethnical data, are not collected in the Speelothek.

**How long is my personal data being kept?**

Your data is not being kept or used longer than necessary. After your membership runs out we delete your personal data within 2 years. The dutch tax authorities demand we keep your bank/ payment data for 7 years.

**Exchange of personal data**

The Speelothek does not exchange personal data with external parties

**Right to view your personal data**

On request we give you an overview of your personal data that we have on record. You can contact us at [bestuur@speelothekhoograven.nl](mailto:bestuur@speelothekhoograven.nl) for:

- more information about how we use personal data
- questions about this privacy statement
- request an overview of your personal data
- complaints about the use of your personal data by the Speelothek Hoograven

**Changes in the privacy statement**

By becoming a member of the Speelothek Hoograven you agree to this privacy statement. We retain the right to make changes to this privacy statement. We advise you to regularly read to revisit this privacy statement, which can be found on the website of the Speelothek Hoograven.

Last change: 21-01-2023.